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Fundamentals of Early Field Results





Returns



Expected



What does
your org do?



Safety Focus

Common Approaches

If it's unexpectedly harmful
then, maybe do something

or, just blame manufacturing

or, suppliers

or, customers



Pareto Analysis

Common Approaches

Gather data

Plot and analyze

Consider options to take action

How much data do you need to make improvements?



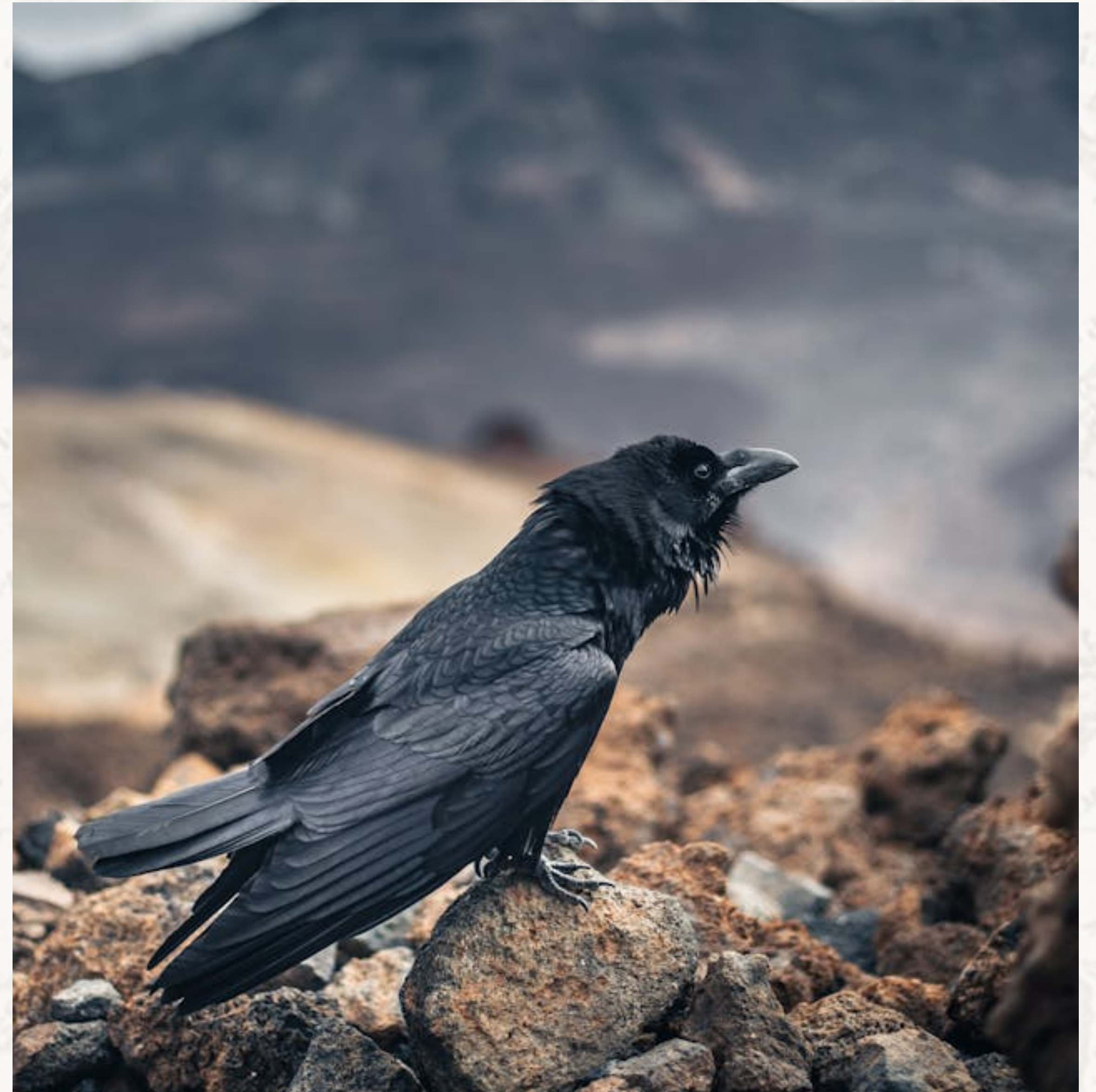
Goal Comparisons

Common Approaches

With a reliability goal and system reliability model in place

track field data and compare to expectations/goals

How far off from goal triggers action? Confidence intervals?



What drives

the decisions?

The Delta Phase



The Setup

The Delta Phase

Born out of necessity – background

Set expectations early

Select/Nominate a team

Train the team on

- working with customers
- doing great failure analysis



Empower the team

The Delta Phase

Fund the program

Hold production quickly

Consider design, mfg'ing, suppliers

Fast track recommendations



Get Results

The Delta Phase

Test quickly and track results

Stay close to field representatives

Have a set goal or timeline to end



Do you really

do failure analysis?

High Volume Variation



Build a team

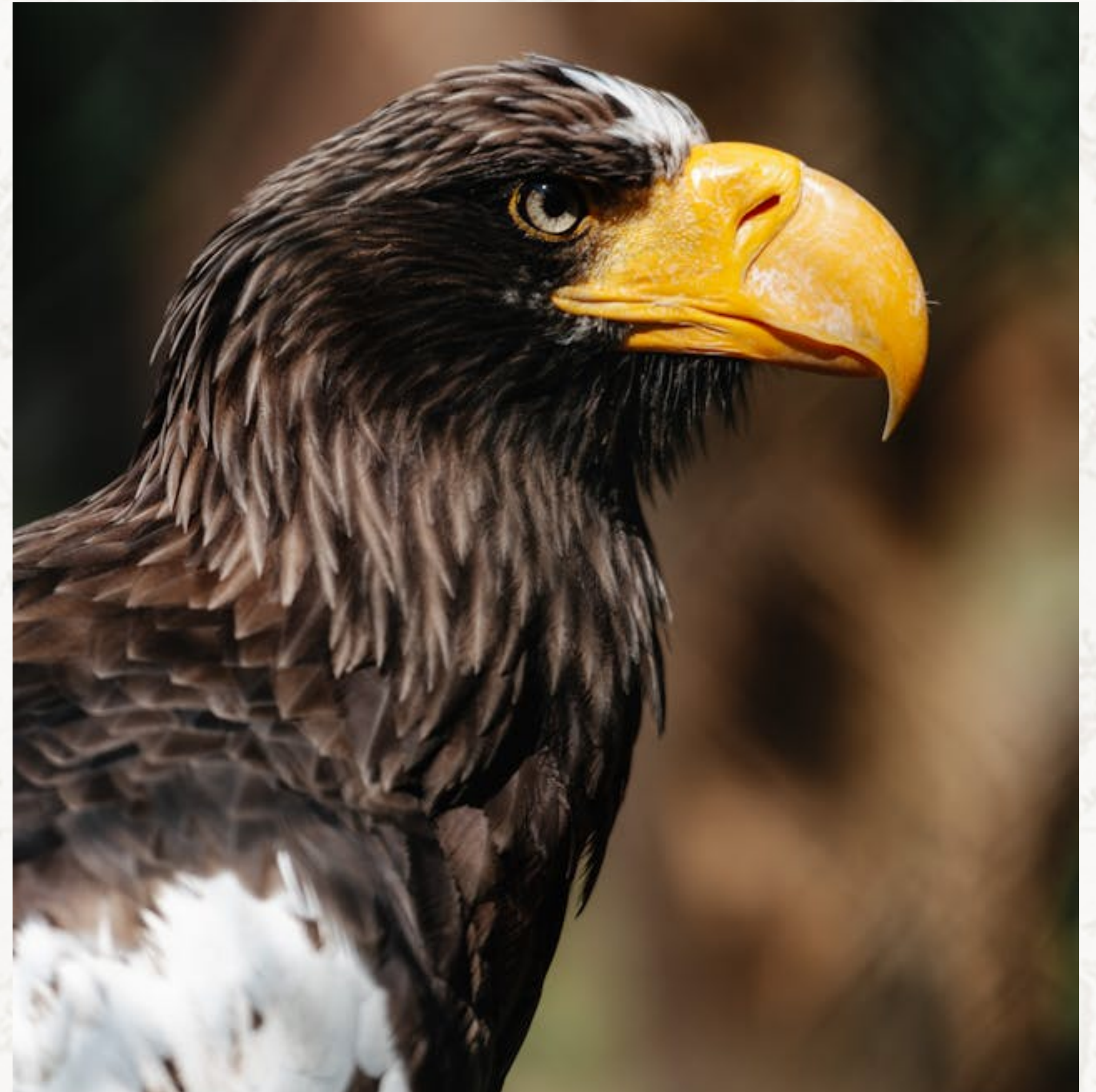
High Volume Variation

Same as above – get the right team

Train and empower them

Set expectations across the organization

- development programs
- quality/reliability folks
- management



Train Call Centers

High Volume Variation

Key to this is the call center:

- alter scripts – identify potential product failures to address
- provide training on what might go wrong
- provide training on spotting the unexpected



Get More Returns

High Volume Variation

If the product is not working,
aggressively get it back

Budget to ship more back

Incentives for retailers to return
early failures

Set a target number or duration



Will this work

in your organization?

Additional Comments and Questions

Thanks

see more at AccendoReliability.com